



**State of Utah**

**Product Description**

**Product Number: 4209.03.15**

## **DOCUMENTUM ECM**

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**Version:** 1.0.20  
**Product Owner:**  
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The EMC Documentum Enterprise Content Management System provides the Utah Insurance Department with the infrastructure requisite for an enterprise content management system that will meet the content management needs of the Department for many years to come.

Currently the following Division of the Utah Insurance Department are using Documentum for content storage:

Captive Insurance Division  
Health and Life Division  
Market Conduct Division

In the future the following Divisions will probably be using Documentum:

- Administration Division
- Examination Division
- Property Casualty Division
- Producer Licensing Division
- Insurance Fraud Division
- Office of the Commissioner

The hours of support required for Documentum ECM are listed below.

Application	Support Hours	Days of Week
Documentum ECM	Business Hours: 8:00 am to 5:00 pm Mtn	Monday through Friday except State Holidays

## **Product Features and Descriptions**

Feature	Description
Content Server	Document management facility used to store actual content.

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WebTop	Web application used to manage documents and work-flows contained in Content Server.
Index Server	Index the documents stored in Content Server for easy searching and retrieval.
Kofax	Ascent Capture is used to scan Adobe forms and other associated content manually, via fax or email. These items are then transferred into Documentum content storage for complaint and investigation management.
eRoom	Online collaboration application suite. Allows for checking in/out, sharing of documents and virtual meetings.
Documentum Process Builder	Used to create and modify workflows used in WebTop and Content Server.
Documentum DA	Documentum Administrator is the web interface for managing all aspects of Content Server such as users, groups, permissions etc.
Application Service Desk (Tier I and II)	A first level response application service desk is available. Many application support issues can be resolved by first contact resolution. At present the application service desk is a store & forward system which as quickly as possible will be transitioned to a first contact resolution service desk. Documentum extended applications support is provided by a contract vendor. In many cases the application service desk requires the skills of an applications specialist, a data analyst and a business analyst and in the relatively small Insurance Department IT staff are expected to perform all three roles including the business analyst functions. These first line responses are defined as Tier I and Tier II support. See Service Levels and Metrics.
Extended Application Service Desk (Tier III & Tier IV)	Extended application service desk is supported in a few instances by DTS. However most extended applications service desk support is provided by a contract vendor (some Tier II, Tier III and Tier IV type incidents). DTS embedded staff will contact and work closely with the contract vendor's staff to resolve issues as needed.
Informal User Training	DTS embedded staff will provide informal user training as requested within the scope of their systems and operational knowledge.

## Features Not Included

Feature	Explanation
Formal User Training	DTS support does not include the updating of user training manuals or formal user training. The contract vendor provides formal user training.
Extended Application Service Desk (Tier III & Tier IV)	Extended application service desk is not supported in most instances by DTS. Extended applications service desk support is provided by the contract vendor <sup>a</sup> (most Tier III and Tier IV incidents). DTS embedded staff will contact and work closely with the contracted vendor's staff to resolve issues as needed.

## Rates and Billing

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Feature	Description	Base Rate
Application Bug Fixes and Enhancements	Programming and unit testing of Documentum ECM Modules and associated applications and interfaces to fix reported bugs, implement changes and implement enhancements that are approved and prioritized by UID.	See current approved Enterprise rate sheet or Contract Developer rates per established Statement of Work (SOW) or contract rates.
Application DBA Support	The supporting database is located on the DET shared Oracle platform. DBA support is shared between the DET shared Oracle group and DET application DBA and application Hosting support staff embedded at UID. The applications support DBA performs modifications to the database needed to accommodate the implementation of change requests. Whereas the shared Oracle DBAs coordinate backups, database maintenance, etc. and assist in application and platform upgrades.	
Project Support	Track tasks and coordinate programming, information analyst and business analyst efforts for each Documentum ECM Module (DECM) Release. Coordinate modifications to 3 <sup>rd</sup> party systems that are impacted by changes being made in DECM. As well coordinate modifications by 3 <sup>rd</sup> party systems that impact DECM Modules. Coordinate testing of 3 <sup>rd</sup> party interfaces and first round application testing for DECM modules releases. Produce agenda and assist in running the associated Priority meetings.	
Unit/1 <sup>st</sup> Round Testing	Perform regression test scripts as available and do first round of testing of bug fixes and enhancement requests assigned to each release.	
Network Support	Monitoring, troubleshooting and support to ensure uptime and sufficient performance during application hours of operation as stated elsewhere under "Up Time / Availability"	
Database Support	Database alters, backups, restores, clones, monitoring and killing query processes that are adversely affecting production services.	

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Server Hosting Support	Documentum ECM Modules have several database / docbase instances, created from copies or clones of the production system, running on several servers to provide access for various business functions without adversely impacting production. These include: the User Acceptance Testing (UAT) environment and development (DEV) environment).	
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### Ordering and Provisioning

Potential Documentum ECM module users and/or DTS support personnel make requests for provisioning (login and role assignments) via the DTS Enterprise Service Desk.

DECM module users and DTS support personnel report application bugs and desired features or enhancements are also initially reported / requisitioned via the DTS Enterprise Service Desk. These are then discussed and prioritized in a formal process. The priority committee is comprised of representatives of the UID user community, module captains, and steering committee. The committee meets to discuss new requests and reported bugs, prioritize them and assign them either to the current release or a future release.

### DTS Responsibilities

1. Unit testing of modifications to the application and to fixes of reported bugs and implemented enhancements that accommodate legislative mandated changes, changes in business practices, and prioritized enhancements.
2. Ensure appropriate changes are made in the associated applications and interfaces to and from Documentum ECM modules to keep them in sync with changes being made to the DECM module applications.
3. Assist the Insurance Department in defining requirements for enhancements and legislative changes. Raise issues to the Insurance Department when decisions need to be made related to how a change should be implemented from a business perspective.
4. Define technical requirements for enhancement requests and legislative changes.
5. Coordinate back-end updates to fix bad data causing problems in the application.
6. Provide project management for Documentum ECM module Releases when required.
7. Perform the first round of testing and run DTS regression scripts on Documentum ECM module UAT iterations / releases.
8. Communicate changes being made to the Documentum ECM module applications to 3<sup>rd</sup> parties that interface with the DECM module applications. Coordinate testing of the interfaces with these applications. 3<sup>rd</sup> Parties and other DTS State agencies that need to be made aware of changes include: Adobe eForms, etc.
9. Coordinate business rule and configuration table changes making sure any changes that affect any 3<sup>rd</sup> parties are communicated to and coordinated with all 3<sup>rd</sup> parties.

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10. Evaluate proposed legislation with respect to its impact on the Documentum ECM module applications. Identify changes in consultation with the contract developer to the application necessary to implement the legislation and estimate the DTS and contract developer effort required to make the changes.
11. Provide first line / first contact resolution application support to fix problems with the Documentum ECM module applications and docbases, etc.
12. Maintain EMC software utilized by the Insurance Department. Insuring appropriate patch levels, software releases are kept current, along with other administrative tasks associated with managing Documentum software.
13. Maintain other systems needed to support the Documentum ECM module applications: Systems DTS/UID are responsible for supporting or coordinating the support for include: Adobe Forms Server, Kofax Ascent Capture, Esker Fax Server, email.
14. Provide Network support to ensure that Documentum ECM modules are up and operating sufficiently during UID Office hours
15. Provide Database support to ensure Oracle support database instances are operating during hours when the application needs to be up.
16. Provide coordination of server hosting support for the various instances of the Documentum ECM modules needed to support the production environment.
17. Provide management and administration for 3<sup>rd</sup> party applications that support the DTS development and change management processes. This includes version control for software and documentation and Service Desk problem tracking and management.

## Agency Responsibilities

1. Define business requirements for changes being requested in the Documentum ECM module applications.
2. Request required reference table changes to support new transactions, company types or other approved changes for Documentum ECM modules.
3. Report bugs discovered in the application in Remedy or to the DTS Enterprise Service Desk. Identify what the user was doing when the bug occurred, any error messages encountered and steps to reproduce the problem.
4. Perform Acceptance Testing of each DECM modules release, paying particular attention to bug fixes and enhancements that have been assigned to the build / iteration.
5. Run user regression tests on each DECM modules release and report any errors found to DTS.
6. Cooperate with DTS staff as subject matter experts when requested.

## DTS Service Levels and Metrics

Documentum is required to be up and operational during the hours that the UID offices open for business (8:00 a.m. to 5:00 p.m. Monday thru Friday excluding holidays Mountain time. Public hours are 8:00 a.m. to 5:00 p.m.). The databases are also required to be up for consumer and industry access as well as certain back-end processes that run during business off hours (24 x 7 with scheduled maintenance windows). While Sircon Corporation is responsible for the actual service 24x7, there is a replicated database locally, customized applets, reports, and other third party applications that rely on 24x7 access to the Sircon databases.

**Hours of support coverage for the Insurance Department includes 8:00 AM – 5:00 PM Mtn Monday – Friday.**

**Sircon Corporation is responsible for extended application support and hosting of the service. See Sircon For States PD Exhibit A 4209.02.12a for Sircon Corporation’s Support, SLA, System Performance and Operating Objectives.**

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

**Application Availability:**

Application availability measures DTS’ efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS’ efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

<b>Metric Description</b>	<b>Target</b>
Documentum ECM	99.00%

Times exclude those tickets in a “Pending” status waiting a known bug fix.

**Resolution Time:**

Resolution time measure DTS’ efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS’ efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

<b>Total Time to Resolution</b>	<b>Target:</b> <b>Percent of Tickets Meeting Priority</b> <b>Timelines</b>
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Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

### Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

### Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing	93% of respondents satisfied

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satisfaction (vs. dissatisfaction)	
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